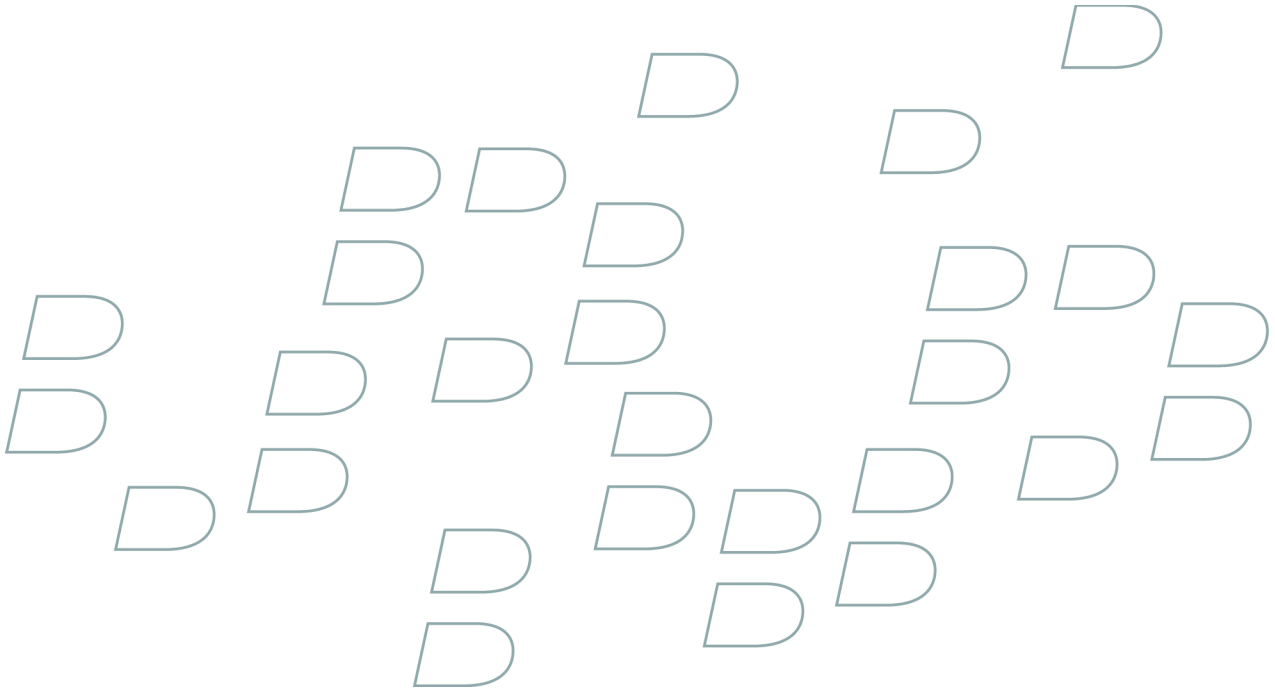

Getting Started Guide

BlackBerry Professional Software

Version: 4.1 | Service Pack: 4

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BlackBerry Professional Software overview 1

The BlackBerry® Professional Software is designed for organizations with up to 30 BlackBerry device users who collaborate using the organization's messaging server. From their BlackBerry devices, users can send and receive email messages, manage calendar and address book contacts, and organize their workloads using tasks and memos. Users can also browse the Internet or work with applications that are available for their BlackBerry devices.

The BlackBerry Professional Software has been designed to streamline administration, with a simplified BlackBerry Manager to help you set up and manage user accounts and administer the BlackBerry Professional Software. The design is intended to make it easier for administrators in small organizations to manage the BlackBerry Professional Software in addition to their main responsibilities.

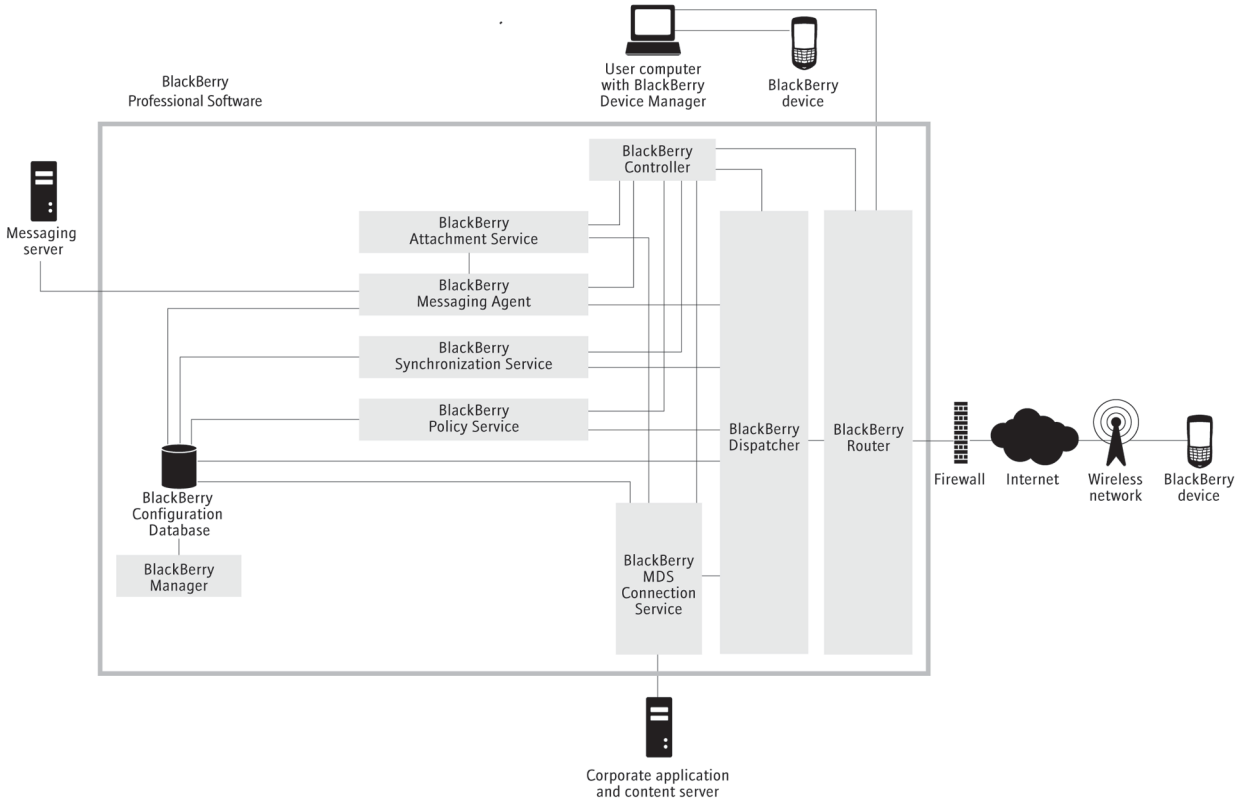
You can install the BlackBerry Professional Software on your messaging server or on a separate server. Installing the BlackBerry Professional Software and adding your first user account usually takes less than two hours.

If the number of BlackBerry device users in your organization increases, or if you find that users need access to more data or to a broader range of applications, you can upgrade from the BlackBerry Professional Software to BlackBerry® Enterprise Server version 4.1 SP5 or later.

Architecture: BlackBerry Professional Software in a Microsoft Exchange messaging environment

The BlackBerry® Professional Software components are designed to perform the following actions:

- provide productivity tools and data from your organization's applications to your BlackBerry device users
- monitor other BlackBerry Professional Software components
- process, route, compress, and encrypt data
- communicate with the wireless network



Component	Description
BlackBerry Attachment Service	The BlackBerry Attachment Service converts supported message attachments into a format that users can view on their BlackBerry devices.
BlackBerry Configuration Database	The BlackBerry Configuration Database is a relational database that contains configuration information that the components of the BlackBerry Professional Software use. The BlackBerry Configuration Database stores the following information: • information about the connection from the BlackBerry Professional Software to the wireless network • user list

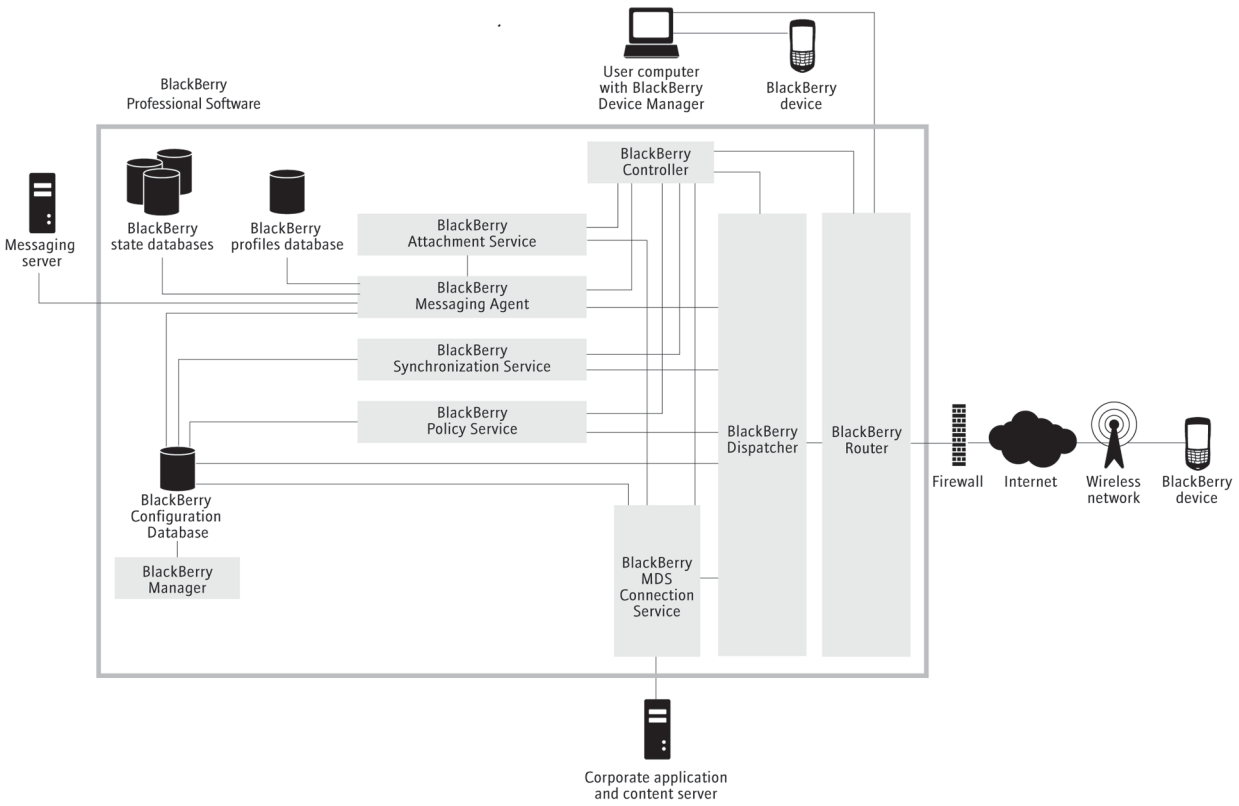
Component	Description
	• address mappings between PINs and email addresses for BlackBerry® MDS Connection Service push features • read-only copy of the master encryption key for each BlackBerry device
BlackBerry Controller	The BlackBerry Controller monitors the components of the BlackBerry Professional Software and restarts them if they stop responding.
BlackBerry Dispatcher	The BlackBerry Dispatcher compresses and encrypts the data that it sends to and receives from BlackBerry devices. It sends the data through the BlackBerry Router to and from the wireless network.
BlackBerry Manager	The BlackBerry Manager connects to the BlackBerry Configuration Database. You use the BlackBerry Manager to manage user accounts and BlackBerry devices.
BlackBerry MDS Connection Service	The BlackBerry MDS Connection Service allows users to access web content, the Internet, or your organization's intranet, and also allows applications on the BlackBerry device to connect to your organization's application or content servers for data and application updates.
BlackBerry Messaging Agent	The BlackBerry Messaging Agent connects to the messaging server to provide services for messaging, calendar management, address lookup, attachment viewing, and wireless generation of encryption keys. The BlackBerry Messaging Agent also acts as a gateway for the BlackBerry Synchronization Service to access organizer data on the messaging server. In a Microsoft® Exchange messaging environment, the BlackBerry Messaging Agent also synchronizes configuration data between the BlackBerry Configuration Database and user mailboxes.
BlackBerry Policy Service	The BlackBerry Policy Service performs administration services over the wireless network, such as sending IT policies and IT administration commands and provisioning service books. IT policies and IT administration commands define BlackBerry device security, settings for wireless data synchronization, and other configuration settings on the BlackBerry device. Service books define feature and component settings on the BlackBerry device.
BlackBerry Router	The BlackBerry Router connects to the wireless network to send data to and receive data from BlackBerry devices. It also sends data within your organization's network to BlackBerry devices that are connected to computers using the BlackBerry® Device Manager.

Component	Description
BlackBerry Synchronization Service	The BlackBerry Synchronization Service synchronizes organizer data between BlackBerry devices and the messaging server over the wireless network.
messaging server	The messaging server stores email accounts.
user computer with the BlackBerry Device Manager	The user computer with the BlackBerry Device Manager enables users to connect their BlackBerry devices to their computers using a serial connection or USB connection. The BlackBerry Professional Software uses this connection to send data to and receive data from BlackBerry devices. Data traffic from BlackBerry devices bypasses the wireless network while a BlackBerry device is connected to a user's computer. The BlackBerry Device Manager connects to the BlackBerry Router, which sends data directly to the BlackBerry device. Users can install the BlackBerry Device Manager separately or with the BlackBerry® Desktop Manager as part of the full BlackBerry® Desktop Software installation. The BlackBerry Device Manager is an optional component, but the BlackBerry Router requires it to support connections to the BlackBerry Router that bypass the BlackBerry® Infrastructure.

Architecture: BlackBerry Professional Software in an IBM Lotus Domino messaging environment

The BlackBerry® Professional Software components are designed to perform the following actions:

- provide productivity tools and data from your organization's applications to your BlackBerry device users
- monitor other BlackBerry Professional Software components
- process, route, compress, and encrypt data
- communicate with the wireless network



Component	Description
BlackBerry Attachment Service	The BlackBerry Attachment Service converts supported message attachments into a format that users can view on their BlackBerry devices.
BlackBerry Configuration Database	The BlackBerry Configuration Database is a relational database that contains configuration information that the components of the BlackBerry Professional Software use. The BlackBerry Configuration Database stores the following information: • details about the connection from the BlackBerry Professional Software to the wireless network • user list

Component	Description
	• address mappings between PINs and email addresses for BlackBerry® MDS Connection Service push features • read-only copy of the master encryption key for each BlackBerry device
BlackBerry Controller	The BlackBerry Controller monitors the components of the BlackBerry Professional Software and restarts them if they stop responding.
BlackBerry Dispatcher	The BlackBerry Dispatcher compresses and encrypts the data that it sends to and receives from BlackBerry devices. It sends the data through the BlackBerry Router to and from the wireless network.
BlackBerry Manager	The BlackBerry Manager connects to the BlackBerry Configuration Database. You use the BlackBerry Manager to manage user accounts and BlackBerry devices.
BlackBerry MDS Connection Service	The BlackBerry MDS Connection Service allows users to access web content, the Internet, or your organization's intranet, and also allows applications on the BlackBerry device to connect to your organization's application or content servers for data and application updates.
BlackBerry Messaging Agent	The BlackBerry Messaging Agent connects to the messaging server to provide services for messaging, calendar management, address lookups, attachment viewing, and generation of wireless encryption keys. The BlackBerry Messaging Agent also acts as a gateway for the BlackBerry Synchronization Service to access organizer data on the messaging server. The BlackBerry Messaging Agent synchronizes configuration data between the BlackBerry Configuration Database and the BlackBerry profiles database.
BlackBerry Policy Service	The BlackBerry Policy Service performs administration services over the wireless network, such as sending IT policies and IT administration commands, and provisioning service books. IT policies and IT administration commands define BlackBerry device security, settings for wireless data synchronization, and other configuration settings on the BlackBerry device. Service books are also used to define settings on the BlackBerry device.
BlackBerry profiles database	The BlackBerry profiles database is an IBM® Lotus® Domino® database that contains configuration information for user accounts.

Component	Description
BlackBerry Router	The BlackBerry Router connects to the wireless network to send data to and receive data from the BlackBerry device. It also sends data within your organization's network to BlackBerry devices that are connected to computers using the BlackBerry® Device Manager.
BlackBerry state databases	The BlackBerry state databases contain information that link messages sent from or received on a BlackBerry device to corresponding messages in the email application on users' computers. The information in the BlackBerry state databases is designed to support features such as email reconciliation, message forwarding, message filing, and replying with text.
BlackBerry Synchronization Service	The BlackBerry Synchronization Service synchronizes organizer data between a BlackBerry device and the messaging server over the wireless network.
messaging server	The messaging server stores email accounts.
user computer with the BlackBerry Device Manager	The user computer with the BlackBerry Device Manager enables users to connect their BlackBerry devices to their computers using a serial connection or USB connection. The BlackBerry Professional Software uses this connection to send data to and receive data from BlackBerry devices. Data traffic from BlackBerry devices bypasses the wireless network while a BlackBerry device is connected to a user's computer. The BlackBerry Device Manager connects to the BlackBerry Router, which sends data directly to the BlackBerry device. Users can install the BlackBerry Device Manager separately or with the BlackBerry® Desktop Manager as part of the full BlackBerry® Desktop Software installation. The BlackBerry Device Manager is an optional component, but the BlackBerry Router requires it to support connections to the BlackBerry Router that bypass the BlackBerry® Infrastructure.

System requirements 2

You can install the BlackBerry® Professional Software on the server that hosts your organization's messaging server or on a separate host server.

If you might upgrade to the BlackBerry® Enterprise Server in the future, consider installing the BlackBerry Professional Software on a separate host server. Installation of the BlackBerry Enterprise Server on the messaging server is not a supported environment.

The setup application can automatically install a Microsoft® SQL Server® 2005 Express database engine, or you can configure the BlackBerry Professional Software to connect to a remote Microsoft SQL Server database engine.

Before installing the BlackBerry Professional Software, the setup application runs a preinstallation tool that verifies that your organization's environment meets the minimum system requirements for the BlackBerry Professional Software. The tool displays the results of the analysis on the screen.

The tool also writes the results in the log files in the following location: <*drive*>:\Program Files\Research In Motion \BlackBerry Enterprise Server\Logs\Installer.

The file name begins with DetectionLog_ .

System requirements: BlackBerry Professional Software in a Microsoft Exchange messaging environment

Item	Requirement
hardware	To support the BlackBerry® Professional Software installed on a separate host server, with Microsoft® SQL Server® 2005 Express installed by the setup application on the same server, at a minimum, you require the following hardware: • Intel® Pentium® IV processor (1.5 GHz or more) • 1 GB or more of available RAM To support the BlackBerry Professional Software installed on the messaging server, with Microsoft SQL Server 2005 Express installed by the setup application on the same server, at a minimum, you require the following hardware for the BlackBerry Professional Software: • Intel Pentium IV processor (2 GHz or more) • 1.5 GB or more of available RAM

Item	Requirement
operating system	On the host server for the BlackBerry Professional Software, install one of the following operating systems in English, French, German, Italian, Spanish, or Brazilian Portuguese: • Windows Server® 2000 SP4 • Windows Server 2003 SP1 or SP2 • Windows Server 2003 (64-bit) • Windows Small Business Server SP2
messaging server	Install one of the following messaging servers with all Daylight Saving Time patches: • Microsoft® Exchange version 5.5 native environment • Microsoft Exchange 2000 native environment • Microsoft Exchange 2003 native environment • Microsoft Exchange 2007 native environment with public folders set up • mixed environment (any combination of Microsoft Exchange version 5.5, 2000, 2003, and 2007)
messaging server administration tool	In a Microsoft Exchange version 5.5, 2000, or 2003 messaging environment, install one of the following administration tools on the host server for the BlackBerry Professional Software: • Microsoft Exchange 5.5 Administrator • Microsoft Exchange 2000 System Manager • Microsoft Exchange 2003 System Manager In a Microsoft Exchange 2007 messaging environment, install one of the following administration tools on the host server for the BlackBerry Professional Software: • Microsoft Exchange 2003 SP2 with System Tools • Microsoft Exchange Server MAPI Client and Collaboration Data Objects version 1.2.1 (for more information, visit www.support.microsoft.com to read KB929590)
web browser	Install Microsoft® Internet Explorer version 6.0 with Java® or JavaScript® turned on and the language preferences configured to display encoded web pages.
CDO library	Install the latest version that is supported by the version of Microsoft Exchange in your organization's environment.

Item	Requirement
data access components	Install one of the following data access components on the host servers for the BlackBerry Professional Software and the BlackBerry Configuration Database: • Microsoft Data Access Component (MDAC) version 2.8 with Security Patch MS04-003 (version 2000.85.1025.00) • MDAC version 2.8 SP2 (version 2000.86.1830.00)
database management system	Install one of the following database management systems, running on the Local System account, if applicable: • local Microsoft SQL Server 2005 Express (you can install this database engine during the installation of the BlackBerry Professional Software) • local Microsoft SQL Server 2000 Desktop Engine (MSDE 2000 SP3) (8.00.761) • remote Microsoft SQL Server 2000 SP3 • remote Microsoft SQL Server 2005 (Standard or Enterprise) • remote Microsoft SQL Server 2005 (64-bit)
Microsoft® .NET Framework	You require Microsoft .NET Framework version 1.1 SP1. If this is not present, it is installed as part of the installation process. If Microsoft® .NET Framework version 2.0 is already installed to support Microsoft Exchange 2007, you must reinstall it after you install the BlackBerry Professional Software.
virtual environment (optional)	You can use VMware® ESX Server version 2.5.2 to isolate the BlackBerry Professional Software when it is installed on the same server that hosts your organization's messaging server or to isolate the BlackBerry Professional Software from other applications on a server.
network environment settings	Configure your organization's firewall or proxy server to meet the following conditions: • firewall settings permit the host server for the BlackBerry Professional Software to initiate a two-way TCP/IP connection to an external server on port 3101 • firewall can resolve Internet addresses using the DNS • proxy server is transparent, if you are using a proxying firewall

System requirements: Client computers in a Microsoft Exchange messaging environment

Item	Requirement
email client software	Your email client software must be one of the following: • Microsoft® Outlook® 2000 • Microsoft Outlook 2003 • Microsoft Outlook 2003 SP2 • Microsoft Outlook 2007

System requirements: BlackBerry Professional Software in an IBM Lotus Domino messaging environment

Item	Requirement
hardware	To support the BlackBerry® Professional Software installed on a separate host server, with Microsoft® SQL Server® 2005 Express installed by the setup application on the same server, at a minimum, you require the following hardware: • Intel® Pentium® IV processor (1.5 GHz or more) • 1 GB or more of available RAM To support the BlackBerry Professional Software installed on the messaging server, with Microsoft SQL Server 2005 Express installed by the setup application on the same server, at a minimum, you require the following hardware for the BlackBerry Professional Software: • Intel Pentium IV processor (2 GHz or more) • 1.5 GB or more of available RAM
operating system	On the host server for the BlackBerry Professional Software, install one of the following operating systems in English, French, German, Italian, Spanish, or Brazilian Portuguese: • Windows Server® 2000 SP4

Item	Requirement
	• Windows Server 2003 SP1 or SP2 • Windows Server 2003 (64-bit)
messaging server	Install one of the following messaging servers with all Daylight Saving Time patches: • IBM® Lotus® Domino® version 6.5.5 • IBM Lotus Domino version 7.0.0 • IBM Lotus Domino version 7.0.1 • IBM Lotus Domino version 7.0.2 • IBM Lotus Domino version 8.0.0 Your organization's messaging server must meet the following additional requirements: • It is installed as a member of the LocalDomainServers group. • It has permission to run agents. • It has manager-level access to the mail files of BlackBerry device users.
web browser	Install Microsoft® Internet Explorer version 6.0 with Java® or JavaScript® turned on and the language preferences configured to display encoded web pages.
notes.ini file	Configure the following conditions in the notes.ini file: • read/write permissions • SERVERKEYFILENAME value set to server.id name only, without full path information
data access components	Install one of the following data access components on the host servers for the BlackBerry Professional Software and the BlackBerry Configuration Database: • Microsoft Data Access Component (MDAC) version 2.8 with Security Patch MS04-003 (version 2000.85.1025.00) • MDAC version 2.8 SP2 (version 2000.86.1830.00)
database management system	Install one of the following database management systems, running on the Local System account, if applicable: • local Microsoft SQL Server 2005 Express (you can install this database engine during the installation of the BlackBerry Professional Software) • local Microsoft SQL Server 2000 Desktop Engine (MSDE 2000 SP3) (8.00.761) • remote Microsoft SQL Server 2000 SP3

Item	Requirement
	• remote Microsoft SQL Server 2005 (Standard or Enterprise) • remote Microsoft SQL Server 2005 (64-bit)
Microsoft® .NET Framework	You require Microsoft .NET Framework version 1.1 SP1. If this is not present, it is installed as part of the installation process.
virtual environment (optional)	You can use VMware® ESX Server version 2.5.2 to isolate the BlackBerry Professional Software when it is installed on the same server that hosts your organization's messaging server, or to isolate the BlackBerry Professional Software from other applications on a server.
network environment settings	Configure your organization's firewall or proxy server to meet the following conditions: • firewall settings permit the host server for the BlackBerry Professional Software to initiate a two-way TCP/IP connection to an external server on port 3101 • firewall can resolve Internet addresses using the DNS • proxy server is transparent, if you are using a proxying firewall

System requirements: Client computers in an IBM Lotus Domino environment

Item	Requirement
email client software	Your email client software must be one of the following: • IBM® Lotus Notes® version 5.0.12 • IBM Lotus Notes version 6.0.4 • IBM Lotus Notes version 6.5.5 • IBM Lotus Notes version 7.0.0 or 7.0.1

Configuring a Microsoft Exchange version 5.5, 2000, or 2003 messaging environment 3

To configure a Microsoft® Exchange version 5.5, 2000, or 2003 messaging environment, you perform the following tasks:

- Create a Microsoft® Windows® account and mailbox. The account and mailbox are required so that the components of the BlackBerry® Professional Software can authenticate to the Microsoft Exchange messaging server.
- Configure permissions for the Microsoft Windows account. These permissions are required so that the components of the BlackBerry Professional Software can authenticate to the Microsoft Exchange messaging server. For more information about required permissions, visit www.blackberry.com/support to read article KB02276.
- Configure Microsoft Exchange permissions for the Microsoft Windows account. These permissions allow the account to log in to the local server and run the BlackBerry Professional Software as a Windows service.
- Start the MAPI subsystem. This task starts the messaging interface and allows messaging applications to work through a single Microsoft Exchange application.
- Identify and address Microsoft Exchange known issues for wireless calendar synchronization.

Create a Microsoft Windows account and mailbox

You create and configure a Microsoft® Windows® account and mailbox in the Microsoft® Active Directory® service to run the BlackBerry® Professional Software. The components of the BlackBerry Professional Software also use this account to authenticate to the Microsoft® Exchange messaging server. The account must not be a member of the Domain Administrators group.

You might not be able to see the Microsoft Windows account to verify that it has been created.

1. On the messaging server, on the taskbar, click **Start > All Programs > Microsoft Exchange > Active Directory Users and Computers**.
2. Right-click the domain name.
3. In the **Builtin** folder, double-click **Administrators**.
4. On the **Members** tab, click **Add**.
5. Create an account with the following properties:
   - **Name**: besadmin
   - **Email address**: create a Microsoft Exchange mailbox
   - **Group membership**: Domain User (not Domain Administrator)
   - **Password**: set to **Never expire**
6. Assign this account the **Send As** permission for all user accounts in the User container of your organization's Microsoft Active Directory domain.

For more information about the Send As permission, visit www.support.microsoft.com to read article KB04707. For more information about assigning the Send As permission for multiple user accounts, visit www.support.microsoft.com to read article KB912918.

7. Send a test message to activate the new mailbox.

Configure permissions for the Microsoft Windows account

Configure the permissions of the Microsoft® Windows® account that you plan to use to install the BlackBerry® Professional Software.

1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Programs > Administrative Tools > Local Security Policy**.
2. Expand **Local Policies**.
3. In **User Rights Assignment**, configure the following permissions for the Microsoft Windows account:
   - Allow log on locally (if not assigned by default)
   - Log on as a service
4. On the taskbar, click **Start > Programs > Administrative Tools > Computer Management**.
5. Expand **System Tools**.
6. Expand **Local Users and Groups**.
7. Click **Groups**.
8. In the right pane, right-click **Administrators**. Click **Properties**.
9. Click **Add**.
10. Add the Microsoft Windows account to the Administrators group.

Configuring Microsoft Exchange permissions for the Microsoft Windows account

Configure Microsoft Exchange version 5.5 permissions for the Microsoft Windows account

On the server that hosts the BlackBerry® Professional Software, configure the Microsoft® Exchange permissions for the Microsoft® Windows® account that you plan to use to install the BlackBerry Professional Software.

> In the Microsoft Exchange version 5.5 Administrator, in both the Site and Configuration containers, configure the Service Account Admin permission.

Configure Microsoft Exchange 2000 or 2003 permissions for the Microsoft Windows account

On the server that you plan to use to host the BlackBerry® Professional Software, configure the Microsoft® Exchange permissions for the Microsoft® Windows® account that you plan to use to install the BlackBerry Professional Software.

1. On the taskbar, click **Start > All Programs > Microsoft Exchange > System Manager**.
2. Expand **Administrative groups**.
3. Right-click **First Administrative Group**. Click **Delegate Control**.
4. In the Exchange Administration Delegation wizard, click **Next**.
5. In the **Users and groups** list, click the Microsoft Windows account. Click **Add**.
6. In the **Delegate Control** window, in the **Role** drop-down list, click **Exchange View Only Administrator**.
7. Complete the instructions on the screen.
8. In **First Administrative Group,** expand **Servers**.
9. Right-click the name of the messaging server. Click **Properties**.
10. Click the Microsoft Windows account.
11. On the **Security** tab, configure the following permissions:
    - Send As
    - Receive As
    - Administer Information Store

Start the MAPI subsystem

> To start the MAPI subsystem, open the Microsoft® Exchange System Manager.

Identify and address Microsoft Exchange known issues for wireless calendar synchronization

1. Visit www.support.microsoft.com to read the following Microsoft® Exchange articles:

Microsoft Exchange tool	Microsoft article ID
Microsoft Exchange version 5.5 Administrator	• 312273 • 818709
Microsoft Exchange 2000 System Manager	• 314606 • 824960

Microsoft Exchange 2003 System Manager	• 823343 • 894470

2. Identify the hotfixes that are required for your organization's messaging environment.
3. Download and install the hotfixes on the server that hosts the BlackBerry® Professional Software.

Configuring a Microsoft Exchange 2007 messaging environment 4

To configure a Microsoft® Exchange 2007 environment, you perform the following tasks:

- Create a Microsoft Exchange 2007 account and mailbox. The account and mailbox are required so that the components of the BlackBerry® Professional Software can authenticate to the Microsoft Exchange server.
- Configure Microsoft® Windows® permissions for the Microsoft Exchange account. These permissions allow the account to log in to the local server and run the BlackBerry Professional Software as a Windows service.
- Configure Microsoft Exchange 2007 permissions for the Microsoft Exchange account.
- Assign permissions that allow BlackBerry device users to send messages in a Microsoft Exchange 2007 environment.
- If Microsoft Exchange Server 2007 storage group, database, and public folders are not installed, after you install and configure BlackBerry Professional Software, update the registry on the host server.

Create a Microsoft Exchange 2007 account and mailbox

You create and configure a Microsoft® Exchange account and mailbox to run the BlackBerry® Professional Software. The components of the BlackBerry Professional Software also use this account to authenticate to the Microsoft® Exchange messaging server.

1. Log in to the Microsoft® Exchange server as an administrator with permission to create an account.
2. Open the Microsoft Exchange Management Console.
3. Create a Microsoft Exchange account named besadmin.

Configure Microsoft Windows permissions for the Microsoft Exchange 2007 account

1. On the Microsoft® Exchange server, right-click **My Computer**. Click **Manage**.
2. In the left pane, expand **Local Users and Groups**.
3. Navigate to the **Groups** folder.
4. In the right pane, double-click **Administrators**.
5. Click **Add**.
6. In the **Enter the object names to select** field, type **besadmin**.
7. Click **OK**.
8. Click **Apply**.
9. Click **OK**.

Configure Microsoft Exchange 2007 permissions for the Microsoft Exchange account

1. Open the Microsoft® Exchange Management Shell.
2. Perform one of the following actions:
   - If you are performing the task locally on the Microsoft Exchange Server 2007, type the following command:

     add-exchangeadministrator "BESAdmin" -role ViewOnlyAdmin
   - If you are performing the task from another computer, type the following command:

     set-mailboxserver "<*messagingservername*>" | add-exchangeadministrator "BESAdmin" -role ViewOnlyAdmin
3. Type the following command:

   set-mailboxserver "<*messagingservername*>" | add-adpermission -user "BESAdmin" -accessrights ExtendedRight -extendedrights Send-As, Receive-As, ms-Exch-Store-Admin

Enable BlackBerry device users to send messages in a Microsoft Exchange 2007 environment

1. On the Microsoft® Exchange server, on the taskbar, click **Start > Administrative Tools > Active Directory Users and Computers**.
2. On the **View** menu, click **Advanced Features**.
3. Right-click the domain root. Click **Properties**.
4. On the **Security** tab, click **Advanced**.
5. Click **Add**.
6. Type **besadmin**.
7. Click **Check Name**.
8. Click **OK**.
9. In the **Apply Onto** drop-down list, click **User Objects**.
10. In the **Allow** column, select the **Send As** check box.
11. Click **Apply**.
12. Click **OK**.

Configuring an IBM Lotus Domino messaging environment 5

To configure an IBM® Lotus® Domino® environment, you perform the following tasks:

- Create a group for BlackBerry® Professional Software administrators.
- Configure the server document to allow administrators to move users in the BlackBerry Domain.
- Configure the local system account for Microsoft® Windows® authentication.
- Configure the local system account for database authentication.

Create a group for BlackBerry Professional Software administrators

You must configure the IBM® Lotus® Domino® messaging environment to permit the required database access from the BlackBerry® Professional Software.

Only the users included in the BlackBerryAdmins group can administer and manage the BlackBerry Professional Software.

Before you begin: You must verify that the LocalDomainServers group includes the server on which you plan to install the BlackBerry Professional Software.

1. In the administration server directory, create an IBM Lotus Domino group with the following properties:
   - **Name**: BlackBerryAdmins
   - **Group type**: Access Control List only
   - **Description**: users who can add, remove, and change the settings for BlackBerry device users
   - **Members**: LocalDomainServers; any users who might administer the BlackBerry Professional Software
2. On the server that hosts the BlackBerry Professional Software, replicate the group in the IBM Lotus Domino Directory.

Configure the server document to allow administrators to move users in a BlackBerry Domain

1. Open the server document for the IBM® Lotus® Domino® server on which you plan to install the BlackBerry® Professional Software.
2. Perform one of the following actions:
   - To configure permissions in an IBM Lotus Domino version 6 or version 7 environment, in the **Run unrestricted methods and operations** field, add the **LocalDomainServers** group.
   - To configure permissions in an IBM Lotus Domino version 5 environment, in the **Run unrestricted Java/Javascript/COM** field, add the **LocalDomainServers** group.

Configure the local system account for Microsoft Windows authentication

Perform this task if you want to use a local system account to access the BlackBerry® Professional Software, install the BlackBerry Configuration Database on another computer, and use Microsoft® Windows® authentication to connect to the BlackBerry Configuration Database.

> In the Microsoft® SQL Server® Enterprise Manager or in the Microsoft SQL Server Management Studio, create a new user account with the following properties:
  - user name set to the name of the server for the BlackBerry Professional Software, in the following format: <*Domain*>\<*computername*>$
  - authentication method set to Microsoft Windows (trusted) authentication
  - roles that are required to change the BlackBerry Configuration Database

Configure the local system account for database authentication

1. On the server that hosts the BlackBerry® Professional Software, on the taskbar, click **Start > Run**. Type **regedit**.
2. In HKEY_USERS\.DEFAULT\Software\Research In Motion\BlackBerry Enterprise Server\Database, create the following String values:
   - **Login**: Type the name of the database account that has the required database permissions.
   - **Password**: Type the password for the database account.
3. Close the Registry Editor.

Setting up the database connection 6

The BlackBerry® Professional Software can connect to the BlackBerry Configuration Database on the Microsoft® SQL Server® using either Microsoft® Windows® authentication or database authentication.

If you use Microsoft Windows authentication, the BlackBerry Manager logs in to the BlackBerry Configuration Database using the Microsoft Windows account that is already logged in to the computer.

If you use database authentication, the BlackBerry Manager authenticates to the BlackBerry Configuration Database using the database information that was configured when the database was set up.

For more information about how to set up the database and the database connection, visit www.blackberry.com/support to read article KB03112.

Specifying permissions when connecting to the BlackBerry Configuration Database using Microsoft Windows authentication

During the BlackBerry® Professional Software installation process, if you choose to connect to the BlackBerry Configuration Database using Microsoft® Windows® authentication, the Microsoft Windows account that you use must have permissions on the database server. The type of permission depends on the setup type that you choose and on whether you create the BlackBerry Configuration Database on the same computer as the BlackBerry Professional Software or on another database server.

Assign Microsoft SQL Server permissions

Complete this task only if you do not plan to install Microsoft® SQL Server® 2005 Express during the BlackBerry® Professional Software installation process. When you select Microsoft® Windows® authentication during the BlackBerry Professional Software installation process, the setup application automatically assigns the required permissions to the Microsoft Windows account that you used to start the setup application.

> Perform one of the following actions:
- If you create the BlackBerry Configuration Database on the same server as the BlackBerry Professional Software, assign system administrator permission to the Microsoft Windows account in the BlackBerry Configuration Database.
- If you create the BlackBerry Configuration Database on a separate server, assign server administrator and database creator permissions to the Microsoft Windows account. If you are using Microsoft SQL Server Express 2005, also assign the system administrator permission to each of the following roles: SQLAgentUserRole, SQLAgentReaderRole, and SQLAgentOperatorRole.

Installing the BlackBerry Professional Software 7

In the first step of the installation process, the setup application runs a preinstallation tool to verify that your organization's environment meets the following requirements:

- operating system requirements on the host computer for the BlackBerry® Professional Software
- messaging server software and environment requirements
- network environment requirements
- database software and environment requirements
- security support requirements
- virtual machine requirements, if applicable
- multilanguage support requirements, if applicable

You are notified if you must install or update any applications.

Prerequisites: Installing the BlackBerry Professional Software

Item	Requirement
credentials from the BlackBerry® Professional Software installation media	• client access license key, or CAL key • Server Routing Protocol identifier, or SRP identifier • SRP authentication key • SRP address
installation credentials from your environment	• name of the host server for the BlackBerry Professional Software • name of the host server for the messaging server, if the messaging server application is installed on a separate server • name of the host server for the BlackBerry Configuration Database, if the BlackBerry Configuration Database is installed on a separate server

Install the BlackBerry Professional Software in a Microsoft Exchange messaging environment

Note: During the installation process, you must restart the server that hosts the BlackBerry® Professional Software. The restart can take several minutes.

1. Log in to the server that hosts the BlackBerry Professional Software using the besadmin account that you created.

2. In the BlackBerry Professional Software installation media, double-click the **setup.exe** file.
3. Complete the BlackBerry Professional Software license agreement. Click **Next**.
4. Complete the Apache Tomcat™ license agreement. Click **Next**.
5. At the **Preinstallation Checklist** screen, perform one of the following actions:
   - To continue, click **Next**.
   - To address requirements identified in the checklist, click **Cancel.** You can restart the installation or upgrade at a later time.
6. On the **Installation Information** screen, type the password for the Microsoft Windows account that runs the BlackBerry Professional Software (this is usually besadmin) and the name of the server that hosts the BlackBerry Professional Software. Record this information. You will require it to complete the configuration. Click **Next**.
7. On the **SQL Server Option** screen, specify whether you want the setup application to install Microsoft® SQL Server® 2005 Express on your server. Click **Next**.
8. On the **Installation Summary** screen, verify the setup information.
9. Click **Next** to begin the installation.
10. When the installation process completes, click **Continue**.
11. When you are prompted to restart the server, click **Yes**.

Configure the BlackBerry Professional Software in a Microsoft Exchange messaging environment

1. Log in to the server that hosts the BlackBerry® Professional Software using the besadmin account, and wait for the setup application to restart.
2. On the **Database** screen, select whether to install the BlackBerry Configuration Database locally (on the same server as the BlackBerry Professional Software) or remotely.
3. Type the name or IP address of the host computer for the database.
4. Specify the database name.
5. Specify the port on which the BlackBerry Professional Software connects to the database, or accept the default port (port 1433).
6. Select one of the following authentication types:
   - If you are installing a local database, set the authentication method to **Windows (trusted)**.
   - If the BlackBerry Professional Software will connect to a remote database, select the authentication type for that database.
7. Click **Next**.
8. If you are installing a local database, when you are prompted to create the BESMgmt database, click **Yes**.

   You are notified when the database is successfully created.

9. On the **License Key** screen, type the CAL key that you received with your installation package.
10. On the **SRP Setting** screen, type the SRP identifier and SRP authentication key that you received with your installation package.
11. Click **Validate SRP Key and ID** to confirm the information is correct. Click **OK** and click **Next**.
12. In the Microsoft® Exchange server window, perform the following actions:
    - In the **Microsoft Exchange Server** field, type the name of your messaging server, if it does not display automatically.
    - In the **Mailbox** field, type the name of the mailbox that you created for the Microsoft® Windows® account (the besadmin account).
    - Click **Check Name** to verify the information.
    - Click **OK**.
13. Select the **Start Service** check box, if it is not already selected. You are notified as each of the following services starts:
    - BlackBerry Controller
    - BlackBerry Router
    - BlackBerry Dispatcher
    - BlackBerry MDS Connection Service
    - BlackBerry Policy Service
    - BlackBerry Attachment Service
    - BlackBerry Synchronization Service
    - BlackBerry Alert
14. Click **Finish**.

After you finish:
If a MAPI error displays when you start the BlackBerry Manager, perform the following actions:
- On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Edit MAPI Profile**.
- Verify the Microsoft Exchange server name and the Microsoft Exchange administrator mailbox.
- Click **OK**.

Create a Public Folders storage group and database for a Microsoft Exchange 2007 messaging environment

If Microsoft® Outlook® with Public Folders was not already installed when you installed Microsoft® Exchange 2007, the Microsoft Exchange installation application did not automatically install a Public Folder storage group and database, which are required by the BlackBerry® Professional Software. Complete this task if the Public Folders storage group and database are not installed.

1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Run**.
2. Type **regedit**.

3. Navigate to HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows Messaging Subsystem\Profiles\BlackBerryServer.
4. Locate the **subkey** named **00036604**.
5. Right-click the subkey.
6. Click **Modify**.
7. In the **Value data**, change the second pair of digits to **80**.
8. Click **OK**.
9. Navigate to HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows Messaging Subsystem\Profiles\BlackBerryManager.
10. Locate the **subkey** named **00036604**.
11. Right-click the subkey.
12. Click **Modify**.
13. In the **Value data**, change the second pair of digits to **80**.
14. Click **OK**.
15. Close the Registry Editor.

Install the BlackBerry Professional Software in an IBM Lotus Domino messaging environment

Note: During the installation process, you must restart the server that hosts the BlackBerry® Professional Software. The restart can take several minutes.

1. Log in to the server that hosts the BlackBerry Professional Software using an administration account with the appropriate database permissions.
2. Click **Start** > **Administrative Tools** > **Services**.
3. Right-click **Lotus Domino Server**. Click **Properties**.
4. Set the **Startup type** to **Manual**.
5. In the **Service status** section, click **Stop**.
6. In the BlackBerry Professional Software installation media, double-click the **setup.exe** file.
7. Complete the BlackBerry Professional Software license agreement. Click **Next**.
8. Complete the Apache Tomcat™ license agreement. Click **Next**.
9. At the **Preinstallation Checklist** screen, perform one of the following actions:
   - To continue, click **Next**.
   - To address requirements identified in the checklist, click **Cancel**. You can restart the installation or upgrade at a later time.

10. On the **Installation Information** screen, type your administration account password and the name of the host server for the BlackBerry Professional Software. Click **Next**.
11. On the **SQL Server Option** screen, specify whether you want the setup application to install Microsoft® SQL Server® 2005 Express on your server. Click **Next**.
12. On the **Installation Summary** screen, verify the setup information.
13. Click **Next** to begin the installation.
14. When the installation process completes, click **Continue**.
15. When you are prompted to restart the server, click **Yes**.

Configure the BlackBerry Professional Software in an IBM Lotus Domino messaging environment

1. Log in to the server that hosts the BlackBerry® Professional Software using the account that you used to start the installation, and wait for the setup application to restart.
2. On the **Database** screen, select whether to install the BlackBerry Configuration Database locally (on the same server as the BlackBerry Professional Software) or remotely.
3. Type the name or the IP address of the host computer for the database.
4. Specify the database name.
5. Specify the port on which the BlackBerry Professional Software connects to the database, or accept the default port (port 1433).
6. Select one of the following authentication types:
   - If you are installing a local database, set the authentication method to **Windows (trusted)**.
   - If the BlackBerry Professional Software will connect to a remote database, select the authentication type for that database.
7. Click **Next**.
8. If you are installing a local database, when you are prompted to create the BESMgmt database, click **Yes**.

   You are notified when the database is successfully created.
9. On the **License Key** screen, type the CAL key that you received with your installation package.
10. On the **SRP Setting** screen, type the SRP identifier and SRP authentication key that you received with your installation package.
11. Click **Validate SRP Key and ID** to confirm the information is correct. Click **OK** and click **Next**.
12. Select the **Start Service** check box, if it is not already selected. You are notified as each of the following services starts:
    - BlackBerry Controller
    - BlackBerry Router
    - BlackBerry Dispatcher

- BlackBerry MDS Connection Service
- BlackBerry Policy Service
- BlackBerry Attachment Service
- BlackBerry Synchronization Service
- BlackBerry Alert

13. Click **Finish**.
14. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Lotus Domino Server**.
15. Click **Start Domino as a Windows service**.

Troubleshooting the installation process 8

A third-party tool did not install successfully and the BlackBerry Professional Software setup application closed

Possible solution

1. In the BlackBerry® Professional Software installation media, double-click the **Tools** folder.
2. Double-click the setup application file for the tool.
3. Complete the instructions on the screen.
4. Restart the BlackBerry Professional Software setup application.

Failed to write License Key to the Database

This message might appear when you try to add the CAL key.

Possible solution

After you restart the server during the BlackBerry® Professional Software installation process, you must log in using the same Microsoft® Windows® account that you used to start the installation process.

1. Close the setup application.
2. Log out from the computer.
3. Log in to the computer.
4. Restart the setup application.

Previous version detected but no database available

This message might appear when you start the setup application. The setup application then closes.

Possible solution

The registry keys that identify the BlackBerry® Configuration Database must exist in the Registry Editor.

1. On the server that hosts the BlackBerry® Professional Software, on the taskbar, click **Start > Run**. Type **regedit**.
2. In the left pane, navigate to HKEY_LOCAL_MACHINE\Research In Motion\BlackBerry Enterprise Server\Database.
3. Right-click **Database**. Click **New > String Value**.
4. Create the following case-sensitive String values if they do not already exist:
   - **DatabaseName**: Right-click the new value. Click **Modify**. Set the **Value data** to the name of the BlackBerry Configuration Database.

- **DatabaseServerMachineName**: Right-click the new value. Click **Modify**. Set the **Value data** to the computer name of the server that hosts the BlackBerry Configuration Database.

5. Restart the setup application.

The setup application prompts for access to the installation media for Microsoft .NET Framework version 1.1

Possible cause

When the BlackBerry® Professional Software setup application installs Microsoft® .NET Framework version 1.1 SP1 on a computer that hosts a previously installed version of Microsoft .NET Framework version 1.1, it prompts you for access to the installation media for Microsoft .NET Framework version 1.1.

Possible solution

1. In the BlackBerry Professional Software installation media, double-click the **Tools** folder.
2. Double-click the **netfx.msi** file.
3. Complete the instructions on the screen.

The setup application did not prompt you to change or confirm the MAPI profile

Possible solution

You can create and change the MAPI profile manually.

1. In the BlackBerry® Professional Software installation media, double-click the **Tools** folder.
2. Double-click the **Fixmapisvc.exe** file.
3. Verify that the **mapisvc.inf** file is installed at C:\winnt\system32 or C:\windows\system32.
4. On the taskbar, click **Start > BlackBerry Professional Software > Edit MAPI Profile**.
5. Type the Microsoft® Exchange Server name.
6. Click the Microsoft® Windows® account that is associated with the MAPI profile.
7. Click **OK**.

Could not open ID file

This message appears when you start the BlackBerry® Professional Software setup application. The setup application then closes.

Possible solution

1. If you installed the IBM® Lotus® Domino® server but have not started it yet, start it and stop it.
2. Restart the setup application.

Service failed to start, generating error 5305

Thiss message appears when you start the Microsoft® Windows® account that runs the BlackBerry® Professional Software.

Possible cause	Possible solution
The Microsoft® Exchange Information Store service was not started on the Microsoft Exchange Server that hosts the mailbox for the Microsoft® Windows® account that runs the BlackBerry Professional Software.	1. On the Microsoft Exchange Server, on the taskbar, click **Start** > **Administrative Tools** > **Services**. 2. Right-click **Microsoft Exchange Information Store**. 3. Click **Properties**. 4. Click **Start**.
If a Messaging Application Programming Interface (MAPI) profile was created using a profile wizard, this message might appear for one of the following reasons: • The profile wizard might return more than one mailbox for the Microsoft Windows account that runs the BlackBerry Professional Software. • The Microsoft Exchange Server might not host the mailbox for the administration account for the BlackBerry Professional Software. • The MAPI profile might be configured to use a method of authentication other than NT Password Authentication, which requires a user name, domain, and password.	1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start** > **Programs** > **BlackBerry Professional Software** > **BlackBerry Server Configuration**. 2. On the **BlackBerry Server** tab, click **Edit MAPI Profile**. 3. Type the Microsoft Exchange Server name. 4. Type the mailbox name of the Microsoft Windows account that runs the BlackBerry Professional Software. 5. Click **OK**.

Possible cause	Possible solution
The security settings in the MAPI properties are configured to prompt for a password, but Distributed Password Authentication is configured.	Change the MAPI authentication method to Windows NT Password Authentication. 1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Programs > BlackBerry Professional Software > BlackBerry Server Configuration**. 2. On the **BlackBerry Server** tab, click **Edit MAPI Profile**. 3. On the **Advanced** tab, in the **Logon network security** drop-down list, click **NT Password Authentication**. 4. Click **Apply**.
The Microsoft Windows account that is used to run the BlackBerry Professional Software was deleted.	Restore the Microsoft Windows account from a backup file, or create a new account. For more information about how to create a new account, see the *BlackBerry Professional Software Getting Started Guide*.
The Microsoft Windows account that is used to run the BlackBerry Professional Software was migrated to a new server, and its location was not updated through directory replication.	1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Run**. 2. Type **cd\Program Files\Research In Motion \BlackBerry Enterprise Server\Utility** 3. Type **handheldcleanup.exe -u** 4. In the **ProfileName** drop-down list, click **BlackBerryServer**. 5. Click **OK**. 6. At the command prompt, type the name of the server that hosts the BlackBerry Professional Software as the name appears on the Home tab of the BlackBerry Manager. 7. To exit from the command prompt window, type **exit**. 8. In the Microsoft Windows Services panel, restart the BlackBerry services.
Microsoft® Outlook® is installed on the server that hosts the BlackBerry Professional Software.	1. Remove Microsoft Outlook from the host server.

Possible cause	Possible solution
	2. Install or re-apply Microsoft Exchange Administration 4.5 Service Pack 4 or the Microsoft Exchange System Management Tools for Microsoft Exchange 2000 or Microsoft Exchange 2003.
The Server Routing Protocol (SRP) identifier is not listed in Exchange 5.5 Administrator > Configuration > BlackBerry Servers > System Info.	Uninstall and then re-install the BlackBerry Professional Software using the same configuration information that you used in the original installation. Do not click the Remove Server button at BlackBerry Servers. Removing the server eliminates any possibility of restoring existing user accounts that are serviced by the BlackBerry Professional Software.
In a Microsoft Exchange 2000 or Microsoft Exchange 2003 environment, this message might appear for one of the following reasons: • permissions for the Microsoft Windows account that is used to run the BlackBerry Professional Softwareare not correctly specified or are missing • MAPI profile for the Microsoft Windows account is incorrect or is not specified	1. Grant all required permissions to the Microsoft Windows account that is used to run the BlackBerry Professional Software. For more information, see the *BlackBerry Professional Software Getting Started Guide*. 2. When you are prompted for the MAPI profile name, type the MAPIProfile name that is in the registry at HKEY_CURRENT_USER/Software/Research In Motion/ BlackBerry Enterprise Server/Management.
The Microsoft Exchange Server was upgraded to Microsoft Windows 2003 with Microsoft Exchange2003, but the BlackBerry Professional Software is installed on a computer that is running Microsoft Windows Server 2000 and Microsoft Exchange 2000 System Manager.	1. Install Microsoft Exchange 2003 System Manager on the server that hosts the BlackBerry Professional Software. 2. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Programs > BlackBerry Professional Software > BlackBerry Server Configuration**. 3. On the **BlackBerry Server** tab, click **Edit MAPI Profile**. 4. Type the Microsoft Exchange Server name. 5. In the **Mailbox** field, type the name of the Microsoft Windows account that is used to run the BlackBerry Professional Software. 6. Click **Apply**.

Possible cause	Possible solution
The Microsoft Windows account that is used to run the BlackBerry Professional Software does not have access to the Global Address List or if the account is not visible in the Global Address List. This is typical in hosted environments, in which the Global Address List is isolated for each organization that uses the hosted services.	1. Make the Microsoft Windows account that is used to run the BlackBerry Professional Software visible in the Global Address List. 2. Grant the account unrestricted access to the Global Address List so that it can resolve its own mailbox location and those of all BlackBerry device users, regardless of the organization they belong to.
The Microsoft Windows account that is used to run the BlackBerry Professional Software is corrupted and cannot access mailboxes for BlackBerry device users.	Re-create the Microsoft Windows account that is used to run the BlackBerry Professional Software, and grant the account all required permissions. For more information about how to create a new account, see the *BlackBerry Professional Software Getting Started Guide*.
A Public Folder storage group and database were not created during the installation of Microsoft Exchange 2007 Server.	Create a Public Folder storage group and database on theMicrosoft Exchange 2007 Server. For more information, see the *BlackBerry Professional Software Getting Started Guide*.

BlackBerry Router and BlackBerry Dispatcher do not install during the migration or upgrade process

When you migrate or upgrade to the BlackBerry® Professional Software from BlackBerry® Enterprise Server - Small Business Edition or BlackBerry Enterprise Server Express, the BlackBerry Router and BlackBerry Dispatcher do not install, and the BlackBerry Professional Software does not run.

The log files for the setup application do not display any error messages for the migration or upgrade process.

Possible solution

Remove and then re-install the BlackBerry Professional Software.

When you re-install the BlackBerry Professional Software, you must specify both the name of the Microsoft® SQL Server® that hosts your existing BlackBerry Configuration Database and the name of the original database (the default name is BESMgmt).

To point your database to the correct Microsoft SQL Server and database name, at the **Database Settings** step of the migration or upgrade process, consider the following information:

- In the **Database Location** section, specify whether your existing BlackBerry Configuration Database is running on a locally hosted Microsoft SQL Server or on a remote server.
- In the **Database Information** section, type either the computer name or the IP address of the Microsoft SQL Server.

- In the **Database Information** section, type the name of the existing database.
- In the **Database authentication** section, select the authentication type for your existing database. If you are installing a new database, select **Windows (trusted)** authentication.

I am experiencing an issue after I install the BlackBerry Professional Software on the Windows Small Business Server

Possible cause

After you install the BlackBerry® Professional Software on the Windows® Small Business Server, the BlackBerry Controller might not be able to start the BlackBerry Messaging Agent.

As a result, you might experience any of the following issues:

- You cannot activate user accounts.
- A "Pending delete" message appears when you try to add a user account.
- The BlackBerry Professional Software appears to be unavailable for processes that directly use the BlackBerry Messaging Agent.
- The BlackBerry Messaging Agent does not create log files.

Possible solution

For more information about possible causes and solutions for these issues, visit www.blackberry.com/support to read article KB04646.

Microsoft Outlook Web Access no longer works after I install the BlackBerry Professional Software

Possible cause

In a Microsoft® Exchange 2007 environment, Microsoft® Outlook® Web Access requires Microsoft .NET Framework version 2.0. The setup application for the BlackBerry® Professional Software automatically installs Microsoft® .NET Framework version 1.1, which can overwrite an existing installation of Microsoft .NET Framework version 2.0.

As a result, users might receive a "Service Unavailable" message when they try to use Microsoft Outlook Web Access 2007.

Possible solution

Restore Microsoft .NET Framework version 2.0. For more information, visit www.blackberry.com/support to read article KB15040.

Adding user accounts 9

You create and manage user accounts for the BlackBerry® Professional Software using the BlackBerry Manager.

In the BlackBerry Manager, you can use the Add New Users Wizard to create each user account, or you can create each user account manually. For information about creating a user account manually, see the *BlackBerry Professional Software Administration Guide*.

Preconfigured IT policies in the BlackBerry Professional Software

The BlackBerry® Professional Software provides preconfigured IT policies that you can apply when you set up a user account. You can configure additional IT policy rules in these IT policies or change any settings that are shown in the following table.

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Device-Only Items						
Password Required	False	True	True	True	True	True
User Can Disable Password	True	False	False	False	False	False
Maximum Security Timeout	—	30 min.	10 min.	10 min.	10 min.	10 min.
Maximum Password Age	—	60 days	30 days	30 days	30 days	30 days
Password Pattern Checks	0	0	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character
Enable Long-term Timeout	—	—	True	True	True	True

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Password policy group						
Maximum Password History	—	—	6	6	6	6
Security policy group						
Disallow Third Party Application Download	False	False	False	True	False	True
Force Lock When Holstered	False	False	True	True	True	True
Content Protection Strength	—	—	—	—	Strong	Strong
Disable USB Mass Storage	False	False	False	False	True	True
External File System Encryption level	0	—	—	—	Encrypt to user password (excluding multimedia directories)	—
Bluetooth policy group						
Disable Serial Port Profile	False	False	False	False	True	True
Disable Discoverable Mode	False	False	True	True	True	True

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Disable Address Book Transfer	False	False	False	False	True	True
Disable File Transfer	False	False	False	False	True	True
Require LED Connection Indicator	False	False	False	False	True	True
WLAN policy group						
WLAN Allow Handheld Changes	True	False	False	False	False	False

Add a user account

You must set up user accounts on your messaging server before you set up user accounts in the BlackBerry® Professional Software.

When you create a user account, you can assign an IT policy to control settings for the account. You can select one of the preconfigured IT policies, or create your own and select it. For more information about the IT policy rule settings, see the *Policy Reference Guide*.

1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > BlackBerry Manager**.
2. In the BlackBerry Manager, click the **Home** tab.
3. In the **Account** section, click **Add New Users Wizard**.
4. In the user list, click the name of the user whose BlackBerry Professional Software user account you want to create.
5. Click **Select**.
6. Click **OK**.
7. On the Select IT policy screen, specify the IT policy setting for the user account.
8. On the Device Deployment screen, specify how to activate the BlackBerry device.

9. Click **Done**.

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